

MMCG (2) Limited

# Kings Court Care Centre

## Inspection report

Kent Road  
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Wiltshire  
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Tel: 01793715480

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19 February 2021

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Kings Court Care Centre is registered to provide accommodation and personal or nursing care to people aged 65 and over, including those living with dementia. The service can support up to 60 people. There were 51 people living at the home on the day of our inspection visit.

People's experience of using this service and what we found

We received information raising concerns about how people at the service were being kept safe and reporting of concerns. We found people were safe and concerns were reported as required either internally, or externally as needed, for example, to the local safeguarding team where applicable. The provider had a system that required all accidents being reported via an electronic, internal route to the provider's head office for an additional overview of these.

Staff confirmed they received safeguarding training and told us they were confident to report any concerns. The management team created a culture that promoted an open and transparent approach to raising concerns and staff told us they were encouraged to report any issues and would be supported when doing so.

As part of the government's response to the coronavirus pandemic, the Social Care Taskforce has asked CQC to look at the preparedness of care homes in relation to infection prevention and control.

We found the following examples of good practice in relation to infection control.

People were supported to maintain contact with relatives using technology, or as appropriate window visits and individually risk assessed in person visits, for example, when a person received end of life care. One of the lounges with access to the garden had been converted into a designated visiting pod divided by a transparent plexiglass to aid safety.

There was a system in place to ensure safe admissions to the service, to ensure professionals' visits were safe and the management were aware of zoning and cohorting guidelines.

The provider ensured a sufficient stock of personal protective equipment (PPE) and the staff had infection control training and understood the importance of using PPE. Staff competencies in donning, doffing the PPE and hand hygiene were assessed by a designated infection control champion.

The provider ensured regular testing for Covid-19 took place for both people living at the service and the staff. One staff member told us, "The staff feel more at ease that we are now having three tests in a week."

On the day of our visit the service was clean and free of any unpleasant odours. Staff told us they used disinfectants to ensure frequently touched areas and equipment are cleaned regularly. A staff member said,

"We have an amazing bunch of housekeeping staff who always make sure the home is clean."

Further information is in the detailed findings below.

Rating at last inspection and update

The last rating for this service was Good (published 14 November 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing and how people at the service were being kept safe. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kings Court Care Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Kings Court Care Centre

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing and how people at the service were being kept safe. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

Kings Court Care Centre is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. There was a manager registered with the Care Quality Commission. Only registered managers and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced. We telephoned the service just before the entering to check if anyone at the service was Covid-19 positive or had symptoms.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We used this information to plan our inspection.

#### On the day of the inspection

We spoke with the registered manager and two members of staff. We reviewed the accidents and safeguarding records.

#### After the inspection

We contacted nine more staff to gather further feedback and reviewed the evidence, such as audits and samples of policies received.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to explore a specific concern we had received about the service. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- There was evidence the staff promptly identified, recorded and reported any concerns. We saw incidents such as minor scratches, or near misses were logged and appropriate action taken in a response to these. The registered manager followed the local authority's safeguarding procedures and we saw evidence of safeguarding alerts being appropriately raised. The accidents forms were detailed and specified what action had been taken in response or to prevent reoccurrence where applicable.
- All accidents were being reported via an electronic, internal system to the provider's head office, which provided an additional overview of these.
- Staff told us they received safeguarding training and were confident to report any concerns. Comments from staff included, "I feel if I had a concern that I would be listened to and taken seriously. I would also would feel very supported" and "Since [Registered Manager's name] has become the manager here it has been a lot easier to raise concerns with anything throughout the home, he has an open door policy and myself and the staff here are confident to report concerns and know they will be dealt with accordingly."
- There was a culture that promoted an open and transparent approach to raising concerns. A staff member told us, "We are encouraged to speak up (or whistle blow) regarding any concerns that we come across." Another staff member said, " Management is very transparent and easy approachable, culture of care home (is) very much supportive to solve out any concerns or issues."

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.